

Job Related Conflict Scenario #1

You have been working at a fast food restaurant for six months. At your six-month performance review, your boss gives you an unsatisfactory rating. You were hoping to ask for a raise but instead you start exhibiting a negative attitude at work.

Is this really the best solution? Write a do over scenario.

Job Related Conflict Scenario #2

You work at a bakery and a customer is upset because the cake she ordered is the wrong flavor. The customer is causing a scene, threatens legal action, engages in name calling and is being unreasonable.

How will you handle the situation?

Job Related Conflict Scenario #3

There is a strict policy which prohibits texting during work hours. Your employer has caught you numerous times texting during work hours. He has warned you that your job is in jeopardy.

You really need this job. What's your plan for saving your job?

Job Related Conflict Scenario #4

You work at “Big Box Superstore”. You have been reliable for the past year, never late and give 100% on the job. You have also received numerous “Employee of the Month” awards. You asked your boss for a raise, but your boss is refusing to provide you with a definitive answer.

How does this make you feel?

If you get upset and blame your employer what is likely to happen?

How can you demonstrate that you are mature, and not react or behave in a way that will jeopardize your job?

Job Related Conflict Scenario #5

You work at a restaurant as a server. You have been working very hard serving a party of six rude individuals. As they are leaving the table, you notice they only left you \$1.00 tip. You pick up the \$1.00 and bring it to the attention of the manager. He seems convinced you did not provide a high enough level of service. In other words, he thinks you did not do a good job.

Is there anything you can do? You know that you can't do anything about the dollar tip. What can you do to convince your manager that you did do your best?